

EXHIBIT 5.03
CONTINGENCY PLAN

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Specialty Solid Waste & Recycling

MANAGEMENT LABOR RELATIONS
GUIDELINES FOR OPERATING DURING
A WORK STOPPAGE

2003/2004

I. INTRODUCTION

A. Purpose of Guidelines

Specialty intends to continue to operate our facilities as scheduled and to maintain normal operations to the fullest extent possible in the event of a strike. The following guidelines are to assist in preparing for a strike and in responding to any picketing during a strike.

B. Use of Guidelines

IT IS ABSOLUTELY ESSENTIAL THAT THESE GUIDELINES BE REVIEWED IN ADVANCE AND FOLLOWED COMPLETELY. Failure to follow these guidelines carefully and completely can subject the Company to severe penalties. TAKE ACTION ON A LABOR PROBLEM ONLY IF A RESPONSE IS SET FORTH IN THESE GUIDELINES. In all other instances immediately call Jerry Nabhan unless a different individual has been specifically noted in these guidelines.

C. Responsibility

It is essential that you advise all management personnel that the conduct of labor relations at the Company is the exclusive responsibility of Bob Molinaro and Jerry Nabhan.

II. STRIKE NOTICE

Specialty's collective bargaining agreement expired December 31, 2003. The Company will continue to bargain in good faith with Teamsters Union Local 350. However, if an agreement is not reached, Local 350 may go on strike.

III. COMMUNICATIONS

A. Management Inquiries During a Strike

During any strike, a "Communications Center" for management inquiries will be established in the Computer Room. The Communications Center telephone number is (408) 565-9900 ext. 802. Ask to speak to Rebecca Buldo.

An "Information Hot-Line" will also be established for direct employee inquiries. You can tell employees that if they have any questions during the strike, they can call (408) 565-9900 ext. 811. They will then be connected with a voice mail message and can leave questions for a call back.

2. When to Call the Communications Center

A. If you have any questions about implementing these guidelines, or are in doubt concerning the proper response in any situation, you should not hesitate to call the Communications Center before responding.

B. Communications with Newspaper, Radio, Television and Other Media

All communications by management about Company matters with members of the media and other outsiders must be directed to Rebecca Buldo. You are cautioned not to discuss anything with anyone outside of the Company prior to or during the strike. Don't assume that you must answer questions to be a nice person, or that your answer is meaningless or harmless. With respect to anything related to the Company or a strike, don't talk.

If an inquirer asks where information is to be obtained, refer them to Rebecca Buldo. After the inquirer has left or hung up, you should call Rebecca to provide her with the name of the individual, his or her title and the exact nature of the inquiry, if known. If you cannot reach Rebecca, please speak with Bill Dobert or Jerry Nabhan.

C. Communications With Union and Non-Union Employees About coming to Work.

1. The Status of Employees Who Do Not Come to Work

a. Employee-Members of Specialty and Local 350.

Employees who are members of the striking Union may decide against coming into work to avoid potential Union-imposed discipline for crossing the picket line. Based on past experience with Unions, most members will not cross a picket line. However some may wish to do so.

While Union members have the right to refuse to cross a picket line, the Company has the right to continue operating during a strike. Therefore, Union members who do not report for work, or who join the picket line, may be replaced. Employees who are on disability or other authorized leaves should not be assumed to be on strike; these individuals should not be replaced, nor their benefits stopped, without first discussing the employee's status with Jerry Nabhan. Employees who are replaced are not discharged and should not be told that they are discharged. They remain active employees while on strike. Put simply, a permanently replaced employee is placed on a preferential hiring list so that if a comparable position becomes vacant after the employee has made an unconditional offer

to return to work, he or she will be offered the job. If striking employees are temporarily replaced, on the other hand, they will be entitled to report for work immediately upon making an unconditional offer to return, or upon settlement of the strike. Temporary help hired during the strike who are then terminated may be given preference for new positions as openings occur.

You will be notified before a strike deadline whether replacements will be used and whether they will be employed temporarily or permanently during the strike. If you have not been notified of this decision before the strike deadline, contact Jerry Nabhan.

In any situation, however, Specialty has the right to continue operating by temporarily replacing the employees. Do not take any disciplinary action against any employee who refuses to work. Instead, contact Jerry Nabhan to discuss the situation.

2. The Status of Striking Union Employees Who Engage in Misconduct

Any Union employee who engages in misconduct, such as harassment of customers or visitors on the picket line or in the Company, may be disciplined for such action. CALL THE COMMUNICATIONS CENTER FOR INSTRUCTIONS PRIOR TO DISCIPLINING ANY UNION EMPLOYEES FOR MISCONDUCT. All misconduct should be documented.

3. The Status of Union or Non-Union Employees Who Cross the Picket Line and Come to Work.

Federal law provides every employee with the right to work during a strike. Some employees represented by the striking Unions may decide to work despite the picket line. It is likely that all or most Non-union employees will report for work during a strike. A letter will be sent to all employees immediately before a strike informing them of their legal rights during a work stoppage. A copy will be provided for you at that time.

4. Responding to Union and Non-Union Employees' Questions About the Work Stoppage

The letter mentioned above is likely to raise questions among employees. If you need a question answered call Rebecca Buldo. To assist us in answering the question, please write down the question asked and the name and telephone number of the inquiring employee. Tell the person that either you or another member of management will respond as soon as possible. If, for example, because of an employee inquiry, another manager responds directly, you too will be notified of the conversation and provided with the response.

5. Statement to Union and Non-Union Employees Who Inquire About Working

a. Polling Employees About Their Intentions

Due to the special need of a workforce to maintain service, supervisors may ask employees whether they plan to report to work as scheduled during a strike. There are some very important restrictions on the type of questions and the manner in which they can be asked.

Supervisors must be certain not to harass, intimidate or coerce employees when making these inquiries. Employees must be told the reason for the question (i.e., customer concerns), that they are free not to answer the question and that there will be no reprisals. No questions may be asked except whether the employee intends to work during the strike.

b. Inquiries From Union Employees

If a Union employee asks about working during the strike, you or any other management official in the Company should state:

The Company is in operation and there is work available for you in accordance with the posted work schedule. Your scheduled work time is 7 A.M. and your shift ends at 3:30 P.M.

Unions may attempt to fine employees who cross a picket line and return to work during a strike. Employees can avoid the imposition of fines by a union if they resign their union membership before or during the course of a strike, but before they engage in conduct that the Union finds objectionable, such as crossing a picket line. Further, as long as a contract is in effect that requires Union membership, employees who resign must pay the Union an amount equal to monthly dues and fees. These former Union members now become "financial core" members but are not subject to internal Union discipline.

The Company may lawfully communicate the above information to Union members who wish to return to work. However, supervisors and managers may not assist or encourage employees in either writing or sending the resignation letters to the Union. Nor should striking employees be actively encouraged to cross the picket line. Further, employees should not be asked whether or not they have resigned from the Union.

Should a Union member seek to return to work, he or she should be provided with a copy of the letter contained in Appendix B.

d. Inquiries From Non-Union Employees

If a non-union employee asks about working, you or any other management official should state:

The Company will be in operation and there is work available in accordance with the posted schedule. The Union cannot prohibit you from

coming to work. Your scheduled work time is 8:00 A.M. and your shift ends at 5:00P.M.

6. Lawful Assistance to Union and Non-Union Employees Who Wish to Work

Employees who indicate they intend to cross the picket line or who appear for work during the strike should be advised to enter the Company without replying in any manner to remarks made by pickets. The employees should be instructed that, in the event the number or conduct of the pickets prevents them from entering the Company, they should ask for assistance from a security guard, police officer or management representative, if any are outside the Company. The employee should not use physical force to enter the Company. He or she should ask politely for entry if his or her progress is impeded. If no security guard, police officer or management representative is outside the premises, he or she should telephone the Company, advise the Information Hot-Line of the problem and indicate the name, if known, of the individual or individuals barring his or her entry. Appropriate arrangements will then be made to escort the worker into the Company, if feasible.

As soon as any employee who has had trouble enters the Company, the employee should punch in and make a signed statement to security or management, in the presence of witnesses. Appendix A is a form to be used for signed employee statements.

If an employee calls in because he or she has been unable to cross the picket line and provisions cannot be made for him or her to report for work, the basic statement should be filled out by the Manager in Charge during the telephone conversation and signed when the individual next reports for work. Once again, the form in Appendix A can be used for this purpose.

Each incident should also be summarized by the Manager in Charge on the Incident Report, which is supplied as Appendix A. The original copy of any employee statement should be attached to the Incident report and sent to Rebecca. Keep a copy of the statement and the Incident Report at the Company in a secure place.

For legal reasons, do not assign a management representative to stand outside and monitor the picket line, unless (because of, for example, mass picketing or violence) you have received permission from Jerry Nabhan. The only exception is when you expect a delivery momentarily.

7. The status of Striking Union (or Non-Union) Employees Who Later Decide to Cross the Picket Line and Report for Work

Union (or non-union) employees who initially refused to cross the picket line but later decide to do so should be treated as other reporting employees are treated, except that the Communication Center should be notified and consulted before such employees are permitted to return officially to work. Proper handling of this situation is critical! There are legal ramifications, for example, if an employee has already been replaced.

Therefore, be sure to receive full instructions from the Communications Center in all such situations.

D. Communications With Applicants for Work and Union (or Non-Union)

Employees Hired as Replacements

As with present employees, applicants for work and employees hired as replacements for strikers have a legal right to cross the picket line. Any attempt by picketers to prevent an applicant or replacement employee from entering the Company should be reported to the Communications Center immediately and followed up by the filing of a signed statement concerning the strikers' conduct, if possible, or by specific notation on the Incident Report.

During a strike, it is necessary to inform applicants that a labor dispute is in progress or to mention this in advertisements for replacements. If you have any question about the Company's legal obligations in this area, call the Communications Center.

E. Communications With Customers and Their Families

Supervisors may receive inquiries from customers and their families who are naturally concerned about the effect of a strike. Customers and family members should be reassured that the Company will remain open and staffed. They should be told that the Company has taken all necessary steps to ensure that customers will continue to receive excellent services and that all operations will be maintained. If customers or family members wish further information, they should be referred to the Communications Center.

F. Communications With Vendors Regarding Deliveries and Other Services

Vendors should be notified in advance, wherever possible, that a strike is in progress so that arrangements can be made for assuring prompt delivery. It may be necessary to establish a delivery schedule for ease in crossing the picket line. If you expect deliveries during the strike, speak with Jerry Nabhan to coordinate with the Company's strike contingency plan. Specific actions to be taken when vendors arrive to make deliveries are outlined below.

IV. IF PICKETING OCCURS

In the event picketing occurs, prompt but calm and effective action is expected on the part of all management personnel. Of primary concern are: (1) communications with the proper officials of the Company and pickets; (2) orderliness outside the Company for free access by employees and visitors; (3) the staffing needs of the Company; (4) uninterrupted delivery and shipment of supplies; and (5) careful recording of strike-related events.

A. Communications Within the Company and With the Union

1. Notify the Company of the Existence of Picketing and Entrances Being Picketed

Telephone the Communications Center directly at (408) 565-9900 Ext. 802 immediately upon being confronted with picketing so that you can receive directions on what specific action must be taken. Managers in charge during the strike should check in with the Communications Center at the beginning of their shifts to discuss the current status of any picketing around the Company.

Picketing is permitted if conducted in a manner which does not abuse property, employees, customers or visitors, and which does not prevent individuals from entering the Company if they choose to do so. Generally, pickets are to be referred to the public sidewalk at the entrance to the property. Pickets may not obstruct an employee, customer or visitor from entering or leaving the Company by standing directly in front of and blocking exits and entrances. Pickets may also follow company trucks during work time. If this occurs management should be told and counter-measures taken by management. However, do not confront pickets on routes.

2. Communications with Pickets and/or the Union to Limit Picketing

a. Trespassing

All picketing should be limited to the public sidewalks surrounding Company property or to public streets. Each Manager in charge should check several times daily to ensure that the picketers are not trespassing or interfering with workers or drivers. Any trespassing or interference should be reported directly to the Communications Center and the details should be recorded on the Incident Report.

b. Mass Picketing

Mass picketing by excessive numbers of employees or other action, which interferes with free access to or from the Company, is unlawful. Telephone the Communications Center immediately to report any such incident and record the details on the Incident Report.

Your greatest responsibility, should mass picketing occur at the Company, is to make sure that no individual in Specialty's employ or under its control aggravates the situation so as to cause violence to erupt.

3. Communications With Picketers and/or the Union

It may become necessary for the Manager in Charge to communicate directly with Union officials in regard to their picketing activities on Company property. You may request pickets to move to the public sidewalks if they are trespassing on Specialty's property. You may also request pickets to move if they are blocking a pedestrian or vehicle from entering or leaving the Company. If you are confronted with non-cooperative pickets or mass picketing, contact the Communications Center before taking action. They will notify the police and security at the telephone numbers supplied in Appendix C.

IT IS ESSENTIAL THAT ANY DIRECT COMMUNICATION WITH UNION OFFICIALS BE APPROVED IN ADVANCE BY THE COMMUNICATIONS CENTER.

You should never engage in any dialogue without being accompanied by a witness who is also part of the management team. Your conversation should be limited to the leader of the pickets, rather than just any person engaged in picketing. You should ask to speak to whoever is in charge. The following statement could be made to the Union Official or picket captain:

You are currently trespassing upon private property. Please limit your activities to the public sidewalk. You are illegally blocking the entrance/exit to the Company. Please move to one side to permit the person/vehicle to enter/leave.

After advising the Union official or picket captain of the above, he or she will undoubtedly have a response. It is not advisable for you to engage in a lengthy discussion or debate with Union officials. However, you may respond to legitimate questions concerning the location of pickets. After accomplishing that, you should thank him or her for his or her cooperation and return to the Company. Immediately after this conversation, stop at the Communications Center and inform them of the details of your conversation.

You should also make a written report of your conversation, including who was with you from the management team, who you spoke to from the union (and how you knew they were in charge of the pickets), the time of your conversation, what was said and any other relevant details. This should be done immediately following the conversation in the space provided on your Incident Report.

4. Solicitation and/or Distribution Rules

a. Non-Employees

Whenever a representative of the Union enters or seeks to enter the Company, you should quickly ascertain the purpose of his or her visit, which will determine the Company's response.

If the purpose of the visit is to engage in picketing, distribute handbills or other literature, or solicit working employees to join the strike, you should contact Jerry Nabhan.

If the representative of a striking union seeks to enter the Company as a visitor, it should be ascertained which customer he or she intends to visit, and whether the customer in fact wishes to have such a visit. If the Union representative's claim is legitimate, he or she should be escorted to the customer's room. The Union representative's presence in the building should be carefully monitored by a manager to ensure that he or she leaves as soon as the visit is completed. If the Union representative's claimed wish to visit a customer is not legitimate, he or she should be formally advised that any general business invitation to our property is revoked in his or her case; he or she should then be told to leave.

In certain limited circumstances, representatives of a striking union may enter the Company, even though a strike is in progress. The collective bargaining agreement with Teamsters Local 350 has an access clause. This provision survives the expiration of the collective bargaining agreement and must be adhered to unless modified during collective bargaining.

The Communication Center should be contacted immediately if union officials seek access. Do not permit the Union representative to enter until instructions are received from the Communications Center. Under no circumstances should the Union representative be permitted to enter the Company unescorted. If the Union representative engages in improper conduct at any time during the visit, e.g., harassing employees, the Union representative should be instructed to leave immediately. Contact Security and the Communications Center if the Union representative does not voluntarily leave.

In the event a Union representative, picket, or handbiller enters the property, Jerry Nabhan should be notified immediately. The Company is prepared to have the individual arrested for criminal trespass should that be necessary. The Company is also prepared to seek a court injunction to prevent entry in the future. However, you should not request the police to arrest any individual without prior approval by Jerry Nabhan.

B. Orderliness Outside the Company: Responsibility of the Manager With Respect to Picketing

1. Management Presence at the Company

It is imperative that at least two members of the management team be on duty at all times during the strike. Therefore, a Manager in Charge and a designated management assistant must be on duty at all times.

2. Action by Managers In Charge Prior to the Start of a Shift

a. Advice to Union and Non-Union Employees Who Cross a Picket Line

As stated earlier, Union or Non-Union employees who indicate they intend to cross the picket line or who appear for work during the strike should be advised to enter the Company without replying in any manner to remarks made by pickets. See the following pages for instructions regarding appropriate advice to workers and procedures to follow if an employee or replacement either encountered difficulty crossing or was unable to cross a picket line. Arrangements for obtaining appropriate legal relief, based on your Incident Reports and accompanying signed statements, have been made in the event mass picketing or violence prevents entry to or exit from the Company.

b. Inside the Company

The Manager in Charge or a designated management assistant on duty one-half (1/2) hour before the first employee is scheduled to work on each shift should be prepared to take telephone calls if employees call in to ask whether they should report for work. The operator should be instructed to refer the calls to this individual.

As stated earlier, if a member of a union asks about working, the management person should say:

The Company will be in operation, and there is work available for you in accordance with the posted work schedule. Your scheduled working time is 7:00 A.M. and your shift ends at 3:30 P.M.

Questions regarding any potential Union discipline of Union employees for coming to work during this period should be answered only by Jerry Nabhan or his designee.

If an employee telephones to advise the Company of his or her absence because of illness, the management team member should state that normal procedures applicable to sick days are in effect, i.e., employees may be required to obtain a doctor's note certifying to the employee's illness and that it prevents him or her from working. The individual answering the telephone should record all telephone calls on the Incident Report, including the name of the caller, the time of the call, and a summary of the conversation – whether it is with an employee or any other person. The operator should be instructed to refer all these calls to the designated management individual as well.

3. Harassment of Employees

Employees who report to work should be advised that, in the event they are harassed – whether in the parking lots outside the Company or at home, they should call the Manager in Charge immediately. If the Manager in Charge cannot be reached, the employee should call the Information Hot Line.

4. Police and Security

There will be protection provided at the Company during the strike. Prior to the strike, we will advise the Santa Clara Police Department that there may be a work stoppage.

Each Manager in Charge should check daily to insure that sufficient security personnel are on duty. Telephone the Communications Center if you have any problem in this regard. Jerry Nabhan can also be contacted regarding security problems. His telephone number is listed in Appendix C. No request for arrest of a picketer should be made without prior approval from Jerry Nabhan.

Each Manager in Charge should also monitor the following equipment on a daily basis: (a) fire protection equipment, (b) burglar alarm equipment, (c) security cameras, (d) water lines, (e) fuel supply, and (f) telephone equipment.

C. Staffing the Company

1. Remaining Open – Minimal Staffing Plan

The Company must have a minimal staffing plan to continue essential functions by the regular staff, to the extent possible, and by management and exempt personnel where necessary. Of particular importance, the staffing plan must provide that exempt personnel can perform and monitor all work.

On each day of the strike, it is essential to analyze the number of employees reporting for work in light of the minimal staffing plan. Keep a current list of the names of employees reporting for work and those not reporting. Use the Daily Manpower Report attached as Appendix D. At the beginning and end of each shift, the Daily Manpower Report should be evaluated by the Manager in Charge to consider whether additional personnel are needed. If help is needed, the Manager in Charge should notify Jerry Nabhan.

2. Remaining Open – Recruitment

It is our intention to remain open by staffing the Company with Union employees who report for work, non-union employees, management personnel and, perhaps, by hiring replacements for those employees who do not report. If used, new employees should be advised when hired and on their first day of work that they are being employed in either a temporary or permanent position. Replacement personnel will be obtained, although not necessarily in this order, through:

- (1) Recruitment, including applicants whose names are already on file and applicants who respond to help-wanted advertisements placed in local newspapers;

- (2) Transfer of non-union staff to these positions;
- (3) Volunteers among friends and relatives; and
- (4) Employment agencies and personnel from other companies in the industry.

3. Hiring Replacements

As stated earlier, the Company may hire either permanent or temporary replacements with the approval of Upper Management. The difference between permanent and temporary replacements is explained below. You will be notified before the strike whether we will hire replacement employees either temporarily or permanently. If you have not received notification two days before the strike deadline and you anticipate you will need personnel, contact Jerry Nabhan.

a. Permanent Replacements

A permanent replacement is just what its name implies; the person hired replaces a striking employee permanently. When the strike is over, the law does not require the Company to automatically terminate the permanent replacements and rehire the former strikers. The strikers will be returned to active status when an opening occurs in a comparable position. Any permanent replacement that is hired during the strike will have a job with the Company when the strike is over. Whether that individual (if hired as a Union employee) must pay Union dues after the strike is settled is an issue that will be dealt with when a strike settlement agreement is reached with the Union.

b. Temporary Replacements

After the strike is over, a temporary replacement will no longer replace employees who did not come to work during a strike. However, they will be given preference for new hires as openings occur.

4. Format for Advertisements

The California Labor Code provides that advertisements and or written or oral solicitations for employment must notify the potential applicant that a strike, lockout or labor dispute is in progress. Jerry Nabhan shall be responsible for placing all advertisements for replacement workers.

D. Deliveries and Shipments

It is most important that deliveries and shipments continue normally during the strike and that all deliveries be made only through the receiving doors and shipments

made through shipping doors. To this end, the delivery areas not otherwise used by the public should be posted with signs stating "Private Area – No Entrance To The Public." The posting should be completed before the strike.

Once the strike has begun, a management team member should be stationed at the Company's delivery and shipment areas during the times when deliveries and shipments are expected. If a truck driver refuses to cross the picket line, the management team member should tell the driver that there are employees able to unload the merchandise and invite the driver to complete the delivery. If the driver still refuses to cross the picket line, the manager should direct the driver to use an entrance, if any, at which there is not a picket line.

In any case where a driver refused to cross a picket line, the member of the management team on duty should ascertain and include in the Incident Report the:

- (1) Driver's name;
- (2) License number of the truck;
- (3) Trucking company;
- (4) Union local to which the driver belongs;
- (5) Trailer ID number; and
- (6) Tractor ID number.

The Incident Report should also include the specific conversation between the driver and the management team member, witnesses present, disposition of the delivery, the management member contacted by telephone when the incident was reported initially, and the location where the incident occurred

E. Careful Recording of Events

1. Incident Reports

An Incident Report must be prepared by each Manager in Charge at the end of each shift, beginning with the first day of the strike (unless otherwise notified by Jerry Nabhan to start documenting on an earlier day). The reports must be sent to Jerry Nabhan daily, with a copy retained in a secure place. A copy of the Incident Report is attached as Appendix A. The Incident Report must be completed by all Managers in Charge.

2. Statements by Persons Involved in Incidents

In order to take effective steps against any improper actions such as misconduct, physical violence, harassment of employees and the like, it is important that accurate and detailed information be reported concerning every incident, no matter how seemingly insignificant. A complete and accurate written report should be made as soon as possible after each incident on the Incident Report form. Delay in writing up the incident often results in leaving out details which may be vital later. (Depending upon the severity of

the incident, it may also be necessary to notify the Communications Center immediately. Use your discretion in this regard. However, if you are in doubt, err on the side of notifying the Communications Center.)

The Incident Report should also have first-hand, signed statements attached.

Immediately following a confrontation, picketing disturbance or any other incident which seems important, a debriefing of those persons involved should take place, to detail the entire incident with written statements. Properly done, the written statement can assist in presenting testimony at a later date. Experience has shown that victims of Union violence "forget" important facts between the event and the court trial.

The statement form should clearly state that it was given voluntarily. It must include data identifying the date, time, and place of the statement, as well as a first-hand account of all information about the incident. The statement should indicate that it is made without promise or hope of reward. It should also include an affirmation under penalty of perjury that the contents are truthful and accurate. The person giving the statement should sign and date it and initial each page. Another individual should sign and date the document as witness to the signature. A sample statement form is attached as Appendix A. The Communications Center will maintain an additional supply for when you run low.

a. Types of Statements That Should Be Recorded

The following is a list of some of the types of statements that should be recorded and attached to the Incident Report.

- (1) Statements made by applicants, managers, employees or replacements who encounter difficulty crossing the picket line or are prevented from entering the Company
- (2) Statements concerning visitors who are prevented from entering the Company
- (3) Statements concerning physical violence
- (4) Statements concerning mass picketing
- (5) Statements concerning difficulty in or stoppage of truck deliveries and shipments
- (6) Statements of illegal or any other misconduct that may warrant disciplinary or legal action

b. Contents of Statements

In order to help you in making a full report, the following information should be included:

- (1) What happened?
- (2) When did it happen (include time of day and date)?
- (3) Where did it happen? (Use maps available in Operations or the Communication Center.)
- (4) What did I hear?
- (5) What did I see?
- (6) What did I say?
- (7) Who took part? (If an employee, give full name and position or title. If a Union representative or official, where possible obtain name and title.)
- (8) What people have information about the incident? (Give their telephone numbers, if available.)

3. Suspect Physical Description Forms

One of the most important aids to law enforcement officers in an investigation is an accurate and complete physical description of the suspects involved. It has been found that a list of distinguishing characteristics acts as a means of obtaining accurate information. Physical descriptions are only necessary in the event of violence or property damage. The Communications Center has a list of typical physical characteristics.

4. Where Statements and Suspect Physical Description Forms Should Be Kept

The originals of all statements made during each day of the strike, as well as of any suspect physical description forms, should be attached to the Incident Report and given to Jerry Nabhan. A copy of each statement should be retained in a secure place with the Company's copy of the Incident Report.

5. Photograph

Photographs should be taken only when authorized by Jerry Nabhan. **ONLY PERSONS WHO ARE SPECIFICALLY ASSIGNED AND GRANTED PERMISSION BY UPPER MANAGEMENT SHOULD TAKE PHOTOGRAPHS.** These persons are not given carte blanche to photograph throughout the strike. Daily permission is required,

unless otherwise authorized by Jerry Nabhan. Sufficient police protection and/or security should be available when photographs are being taken.

a. Photograph Kit

For the purpose of gathering, preserving and presenting evidence of illegal or questionable Union or employee activity, a photograph kit will always be immediately available in the Communication Center. The recommended photograph kit will include:

- (1) Camera
- (2) Film
- (3) Statement forms
- (4) Suspect physical description forms
- (5) Incident report forms

b. What to Photograph

An authorized management team member should photograph the following:

- (1) Mass picketing. If possible, the entire crowd to show actual numbers.
- (2) Trespassing by pickets. If possible, include the no-trespass signs, if any.
- (3) Pickets throwing bricks, nails, etc.
- (4) Pickets blocking entrances to and exits from the premises.
- (5) Gathering around vehicles or persons attempting to enter the Company.
- (6) Carrying or display of weapons by pickets.
- (7) Any physical acts of violence or threatening gestures made toward others (e.g., pickets following non-strikers).
- (8) Any property damage and physical assault (torn clothing, etc.) before medical treatment, if practical.
- (9) Any other occurrences deemed significant by you.
- (10) DO NOT PHOTOGRAPH PEACEFUL PICKETING

If possible, include any Union official or picket captain who is present in the photographs. Make sure that photographs are identifiable. If not, write on the back the exact location. Write on all photographs the date and time when they were taken, and by whom.

Secure a copy of any handbills, leaflets or other material being passed out or left. If necessary, photograph them.

6. Material Having Evidential Value

In all cases where material having evidentiary value is obtained, it should be delivered to Jerry Nabhan for preservation and safekeeping.

V. THREATS OF VIOLENCE

It is our responsibility to minimize danger to life or property whenever threats are received. The probability of receiving bomb threats, etc., is slight; however, a few guidelines should be known so as to reduce the possibility of dangerous panic situations.

A. Threats Received By Telephone

Most threats are received by telephone. It is very important that any person who receives such a phone call remain as calm as possible; this may be the only opportunity to obtain information. The operators, as well as those in authority, should be made aware of the likelihood of receiving threatening calls. These are the guidelines:

- (1) Be calm.
- (2) Make every effort to keep the caller on the phone. Ask the caller to repeat sentences, but do not interrupt.
- (3) Write down the message as precisely as possible.
- (4) If the caller seems willing, ask questions.
- (5) Notify the Communications Center and Security immediately after the call ends. You will be told whether to call the police.
- (6) Immediately fill out an Incident Report.

B. Threatening Letters

If a threat is received in the form of a letter, the following should be done:

- (1) Notify the Communications Center and Security immediately, who will notify and deal with the police if their involvement is desired.
- (2) Have the letter hand delivered immediately to Jerry Nabhan

VI. CONCLUSION

With your help, Specialty will be able to maintain normal operation during a strike. We are a team. If you have any questions, call the appropriate individual so that we can aid each other.